



The CCR is presenting its overview—be there!

The Comité consultatif des résidents (CCR or Advisory Committee of Tenants) is calling the tenant associations to their Annual General Assembly (AGA) on Tuesday, October 25. Select your delegates and let's look forward to a large turnout!

"There are at least two major reasons for attending the CCR's AGA," said Richard Fitzgerald, Committee Chairman and resident of Habitations Terrasse Ontario, in the East Sector.

First of all, "the CCR is presenting an overview of its work over the past year. This is how it reports on its activities to the tenant associations that elected it to represent them." To make it even more effective, the CCR also introduced a new approach last January. It established and studied three priorities (pest control, mental health issues and poor renovation work) as a group and with Office municipal d'habitation de Montréal (OMHM) staff. It then developed advisory opinions that it passed along to the OMHM Board of Directors.

Secondly, "the AGA enables association members to state and influence the selection of problems that the CCR will have to prioritize over the coming year," said Mr. Fitzgerald.

The day's program of events

The AGA will begin with a presentation by the CCR about work completed over the year. Workshop groups and a plenary meeting (of everyone present at the Assembly) will follow to discuss the



The CCR hopes that delegate turnout at the 2016 AGA will beat last year's numbers to ensure that tenants are kept properly informed of its work.

priorities that the CCR should focus on in 2016-2017.

In the afternoon, Serge Villandré, Assistant Executive Director, Low-Rent Housing Management, will review the projects that the OMHM plans to carry out in 2017. For example, he will explain how the OMHM is acting on the CCR's opinion asking that the pest problems in apartments be treated as a priority. His presentation will also discuss legal aspects of tenant selection and the rights of vulnerable persons to housing.

Who can come?

All low-rent housing tenant associations in Montreal are asked to choose delegates to attend the AGA. They must then respond to the invitation received by mail before October 18 to give the

CCR and the OMHM an idea of the number of people to expect. The associations can pay their delegates' travel costs. Since the Assembly will last all day, a buffet luncheon will be served.

ANNUAL GENERAL ASSEMBLY

To keep up-to-date on the CCR's work, make sure your Association sends its two delegates!

Where: CÉDA
2515, rue Delisle
Lionel-Groulx Metro Station

When: October 25
9:30 a.m. to 3:00 p.m.

[Reserve today!](#)

Our goal: Adapting our services to your needs

The Office municipal d'habitation de Montréal (OMHM) wants to know how satisfied you are with its services. It has therefore hired the Saine Marketing company to conduct a survey of low-rent housing tenant satisfaction this fall. The sample will include 1,000 randomly-chosen tenants who will be asked to answer a series of questions by phone. The survey will be kept strictly confidential, meaning that no one at the OMHM will be able to identify who said what.

To ensure that the survey accurately reflects the opinions of tenants, as many people as possible must answer the phone when the company calls them. We would therefore ask you to inform residents of your low-rent housing project that it is important they answer the questions asked by the Saine Marketing survey employees. This will



Esther Giroux (in pink) with the three new social and community development department managers (left to right): Rouzier Métellus, Nathalie Morin, and Michel Fortin.

give us a very good idea of what you think about OMHM client services and your suggestions for improvements.

Ever aiming for improvement, getting a general picture of the living environments, and ensuring that all workers function cooperatively, we also reviewed the internal operations of the social and community development

department. From now on, three managers will each supervise one team of workers: Nathalie Morin (Southwest), Rouzier Métellus (Northwest) and Michel Fortin (East). In this way, the Associations can count on dynamic teams working in closer collaboration than ever to help them improve their living environment.

I would like to end by urging you to turnout in large numbers at the Annual General Assembly of the Comité consultatif des résidants (CCR or Advisory Council of Tenants) next October 25. The AGA offers another opportunity to voice your expectations and priorities.

Wishing you all a fabulous fall season!
*Esther Giroux, Director,
Social and Community Development
Department*

An experienced hand at the OMHM helm



The new OMHM Executive Director, Danielle Cécile, begins next November 7.

The Board of Directors of the Office municipal d'habitation de Montréal (OMHM) has appointed **Danielle Cécile** to the Executive Director position. On November 7, Ms. Cécile will take over from Denis Quirion, who is retiring in November.

Danielle Cécile is no newcomer to the world of housing projects and social housing. She headed the City of Montréal's housing branch since 2011, after previously serving as chief of the social and affordable housing development division. With a master's degree in public administration, Ms. Cécile has led various socially-oriented agencies over her 30-year career. She has also managed teams that monitored social housing construction projects, controlled sanitary conditions and managed financial aid programs.

Over the years, she has also served as a member on various boards of directors, including the OMHM Board from 2012 to January 2016, which made her familiar with the mission and values of the Office, and allowed her to actively participate in developing its 2015-2019 strategic plan.

She will undoubtedly pursue the Office's mission with her trademark energy and humanism.

Upcoming training session

This training session will provide the tools you need to fulfill your role. Make the most of it—it's free!

Date	November 3, 2016
Theme	Role and responsibilities of a committee of tenants*
Address	Habitations Du Fort 2101, boul. René-Lévesque Ouest
Metro station	Atwater

* In English.

The sessions are always held from 10 a.m. to 3 p.m. in a housing project near a metro station. Lunch is included, but participants' transportation costs will be borne by tenant associations.

To confirm your attendance, contact Suzanne Morissette by phone at 514-872-2104 or by email at suzanne.morissette@omhm.qc.ca.



Meeting at the crossroads

Seeking ways for different cultures and generations to live together

A project that promotes inter-generational contact

By Marie Bouchard and Jocelyne Dorris

Last summer, Terrence Allan Antoine and Ulric Peterson Célestin of Habitations De Mentana in the East Sector became pedicab drivers for seniors through the Un vélo une ville agency. The experience gave them a chance to interact with seniors in the Plateau-Mont-Royal borough and they loved it. In turn, the seniors deeply appreciated their kindness and the unique transportation service.

Through the work of Michèle Daniels, an OMHM Community Organizer, the neighbourhood borough project was geared to low-rent housing seniors. Terrence and Ulric were hired after they applied for work at the OMHM. Projet Changement, a community centre for citizens aged 50 and over on the Grand Plateau Mont-Royal, also helped in setting up the pedicab service for tenants of 10 seniors' housing projects on the Plateau.

For several weeks, the youths roamed the streets of the Plateau. They took the seniors to doctors' offices, grocery stores and other locations. "On average, we took eight calls a day. We got to meet a lot of people," mentioned Terrence. "I loved the contact with seniors. I learned a lot about them and they asked me a lot of questions about me too," he added. Lucile Emery, a neighbourhood resident, said that "the fun part is being around young people! I enjoyed my ride. I felt like I was in a procession. You know, despite our years, we seniors are just kids at heart!"

On Plateau Mont-Royal, a decision was made to recruit youths from low-rent housing projects and offer the service free of charge to low-income seniors. Michèle Daniels is delighted with the results. "The youths told me that people stop them to take their picture on their pedicabs and that it makes them feel like celebrities," she said. "It's a tremendous boost to their self-esteem and encourages them to get involved in new projects," she stated.



Two residents of Résidence Le Mile-End on Plateau Mont-Royal with their driver, Terrence.

The Plateau-Mont-Royal borough is the first Montreal borough to enlist the services of Un vélo une ville, a project what has met with excellent success. So far, ten or so Quebec municipalities have signed on to this original idea. As a municipality that touts itself as a "friend to seniors," can we expect Montreal to offer even more pedicabs to seniors at our housing projects in 2017? Richard Turgeon, the agency's Executive Director, hopes to continue working with the OMHM next year and extend the service to other neighbourhoods. To be continued!

The CCR welcomes two new members

Marie-Christine Richer of Habitations Place Normandie in the Northwest Sector was elected last June 7. She took over from Malherbe Minault as low-rent housing representative for families and persons living alone after Mr. Minault moved into a low-rent housing project for seniors.

Tina-Lili Gagné of Habitations Saint-André in the East Sector was elected to represent the low-rent housing project's families and persons living alone last September 22. She replaces Sylvain Labrecque, who now represents all tenants on the OMHM Board of Directors.

The Comité consultatif des résidents (CCR or Advisory Committee of Tenants) would like to welcome these two new volunteers who will lend a hand in its work. It also offers its warmest thanks to the two outgoing veterans for their dedicated efforts over the past years in making the CCR an effective committee!

THE WORK OF THE CCR

The CCR members meet about ten times per year, not including meetings on special projects or sub-committees. Your representatives then enter into discussions with their counterparts from the OMHM, explain tenants' pressing needs, and present arguments to obtain improvements.

New Tenants' Committees

OMHM tenant engagement is making good progress. Residents of 34 low-rent housing projects have elected no less than 137 volunteers to carry out the projects of their respective tenant association. We should underscore the creation of three new associations in recent months. Congratulations to everyone for your commitment!

EAST SECTOR

Longue-Pointe **S**

Agnellini, Carlo
Gagné, Micheline
Grosset, Marie-Lise
Labrie, Claudette

Thomas-Chapais **F**

Aouad, Laila
Bouchard, Nancy

Laporte **S**

Brisebois, Jacques
Daigle, Micheline
Laprés, France
Latreille, Louise
Lépine, André

Des Pointeliers **S**

Lanthier, Thérèse
Pauzé, Murielle
Sénécal, Jacqueline

Bons voisins

Clair de lune **F**

(group of 7 low-rent housing projects)
Amara, Malika
Azzouz, Samira
Islam, Dilara
Lemnour, Afaf
Samir, Rajaa

NORTHWEST SECTOR

Meunier-Tolhurst **F**

Goupil, Irène
Joseph, Raynald
Joseph, Ulda
Pascal, Fabiola
So, Amélie

J. Ernest-Paquin **S**

Barsalou, Pauline
Benjamin, Eva
Castonguay, Bert
Laverdière, Benoit
Russo, Jose

Rosemont **F**

Benkebouche, Zohra
Carcamo, David
Linton, Winston
Zama, Ludia

Marie-Rollet **S**

Armstrong, Micheline
Lepage, Solange
Marotte, Lucette
Migneron, Carole
Tessier, Claudette

Saint-Michel Nord **F**

Acosta Lopez, Maria Aracelis
Beard De Severino, Yngrid
Dorvéus, Marie-Dominique
El-Fraygui, Rachida
Gaston, Magalie
Sauvageau, Monique
Vargas Reinoso, Rosa Julia

Résidence Edwin-Crawford **S**

Boassaly, Norman
Deguire, Thérèse
Destounis, Angeline
McClymont, Hazel
Richter, Soaring Eagle Anita
Snowden, Evelyn
Vaillancourt, Yolande
White, Maureen

Manoir Aimé-Léonard **S**

Berthold, Lise
Fontaine, Anne-Marie
Legault, Andrée
Perron, Lise
Tardy, Diane

Parc Royal **F**

Chwatfa, Naima
Feddamadji, Farida
Hussein, Zeno
Kennar, Zahra
Mjidila, Atika
Basile, Georges
Basser, Badia

Saint-Firmin A, B **S**

Boileau, Nicole
Langlois, Andrée
Larente, Anne
Lebeau, Gisèle
McClymont, Christianne
Léger, Georges
Marleau, Lucie

De Pontbriand **S**

Barkallil, Touriya
Gaudet, Claude
Le Duc, Nicole
Simard, Nathalie
Ross, Albert

S OMHM low-rent housing for seniors

F OMHM low-rent housing for families and people living alone

This information is provided as a guideline and is subject to change as tenant associations evolve.

SOUTHWEST SECTOR

Téléphore-Savaria **S**

Joly, Nicole
Larivière, Pauline
Vinet Brisson, Ginette
Vinet, Yvon

Lavoie **F**

Allioua, Aziza
Davy, Laverne Roseta
Labrecque, Lise
Niyazov, Dina
Noor-Ahmed, Maroufa
Reece, Blossom Patricia

Îlots Saint-Martin **F**

Bouajaja, Jamal
Gagné, Richard
Glover, Patricia
Mackenzie, Sean
Mahomed, La Vern
Poulin, Julie
Villa, Maria Celia

Des Oblats IV **S**

Burton, Cecilia
Hoyte, Sandra
Moore, Patricia

La Seigneurie

des Rapides **S**

Girard, Lise
Guilbault, Carole
Lalonde, Sylvie
Mancuso, Dominic
Morrissette, Lise

Le Domaine des Rapides **S**

Lalonde, Ginette
Mikhail, Marie Madeleine
Tourville, Lise

Shevchenko **S**

Beaudin, Diane
Couillard, Carol
Leblanc, Shirley

Place Hillside **F**

Gauthier, Michel
Hlawatschke, Margit
Khalid, Jorf
Mc Gimpsey, Terry
Szostak, Helene

Place Newman **S**

Averion, Iluminada
Edwards, Joan
Gulden, Norman
Mayahi, Saeid
Santos Petallo, Angelita

Quesnel-Coursol II **F**

Lewandowska, Ewa Marta
Lewandowska, Kamila
McKercher, Carole
Mitchell, Cameron
Paris, Shelay

NEW ASSOCIATIONS

NORTHWEST SECTOR

Saint-Vallier **S**

Boismenu, Annette
Criaque, Marie-Claudette
Robidoux, Diane
Sylvestre, Yves
Villarreal, Maria-Alicia

SOUTHWEST SECTOR

Résidence H.F.-Malo **S**

Declos, Alice
Lemieux, Gaétan
Michaud, Germaine

Côte-des-Neiges **S**

Cuandu, Pastora
De Leon Oliva, Zoila Esparanza
Drissi, Ahmed
Markovits, Eva
Pietras, Eva
Robitaille, Fernande